



IDAHO DEPARTMENT OF  
**HEALTH & WELFARE**

COPY

C. L. "BUTCH" OTTER – Governor  
RICHARD M. ARMSTRONG – Director

DEBRA RANSOM, R.N., R.H.I.T., Chief  
BUREAU OF FACILITY STANDARDS  
3232 Elder Street  
P.O. Box 83720  
Boise, ID 83720-0036  
PHONE 208-334-6626  
FAX 208-364-1888

May 7, 2008

Susan Broetje  
Idaho State School And Hospital  
1660 Eleventh Avenue North  
Nampa, Idaho 83687

Provider #13G001

Dear Ms. Broetje:

On **April 30, 2008**, a Complaint Survey was conducted at Idaho State School And Hospital. The complaint allegations, findings, and conclusions are as follows:

**Complaint #ID00003514**

**Allegation #1:** Individuals continue to refuse to attend day program services.

**Findings:** An unannounced on-site complaint investigation was conducted on 4/24/08 - 4/30/08. During that time, observations, record reviews, and interviews with facility staff were completed with the following results:

Eleven individuals were selected for review. Observations were conducted at two on-campus day programs throughout the survey. During that time, 3 of the 11 individuals were noted to refuse to attend day program services. However, those 3 individuals' records contained program plans which addressed refusing to attend day program services. One of the three individuals' records also contained program plans which included a reinforcement system to increase attendance at day program services.

Further, two other individuals' records contained program plans to address refusing to attend day program services but during the course of the survey, those two individuals were noted to attend and participate in day programs services.

Interviews were conducted with direct care and supervisory staff during the course of the survey. All staff reported that although individuals sometimes refused to attend day program services, program plans were in place to address their refusals. Additionally, staff reported that a reward system was implemented for those individuals who continued to refuse to attend day program services.

In sum, based on observations, record review, and staff interviews, individuals periodically refused to attend day program services. However, individuals had written program plans which addressed their refusals to attend day program services. Therefore, the allegation was substantiated. However, no deficient practice was identified.

**Conclusion:** Substantiated. No deficiencies related to the allegation are cited.

**Allegation #2:** The facility is not providing sufficient numbers of staff necessary to address potential behavioral emergencies.

**Findings:** An unannounced on-site complaint investigation was conducted on 4/24/08 - 4/30/08. During that time, observations, review of as-worked staffing schedules, review of the facility's emergency system related to behavioral crises, and interviews with facility staff were completed with the following results:

Observations were conducted throughout the survey and no behavioral emergencies were noted. As-worked staffing schedules, dated 3/08 - 4/08, were reviewed and documented staff were working the majority of the time at or above safety numbers. The facility's Red Alert system addressed emergency situations that required more staff than were scheduled to work on each unit. Additionally, the facility's Red Alert reports, dated 3/08 - 4/08, documented sufficient numbers of staff responded and were available to assist with individuals when they engaged in maladaptive behaviors. Interviews were conducted throughout the survey with supervisory and direct care staff and no concerns with the facility's Red Alert system were reported.

It should be noted that there is no regulation which requires a facility to provide staff to respond to potential emergencies. Thus, based on observations, review of as-worked staffing schedules, review of the facility's emergency system related to behavioral crises, and interviews with staff, the facility was providing sufficient numbers of staff necessary to address behavioral emergencies.

**Conclusion:** Unsubstantiated. Lack of sufficient evidence.

As only one of the allegations was substantiated, but was not cited, no response is necessary.  
Thank you for the courtesies and assistance extended to us during our visit.

Sincerely,

A handwritten signature in black ink, appearing to read 'M. Hauser', with a long horizontal flourish extending to the right.

MATT HAUSER  
Health Facility Surveyor  
Non-Long Term Care

A handwritten signature in black ink, appearing to read 'Nicole Wisenor', with a long horizontal flourish extending to the right.

NICOLE WISENOR  
Co-Supervisor  
Non-Long Term Care

MH/mlw